**Dezerellease Cruz**

 **New York City, NY**

**347-520-0481 |****duniquecruz@gmail.com**

 **Summary of Qualifications**

* Five plus years of customer service experience in various sectors
* Certified in retail Customer Service and Visual Merchandising
* Proficient in Microsoft Word and Excel
* Worked in a team of more than 10, displayed listening, organizational, communication, intrapersonal, and interpersonal skills

**Work Experience**

**Disney’s All Star Movies Resort** Orlando, FL

Food and Beverage Cast Member August 2018 – January 2019

* Served guests food and drinks
* Cleaned tables and trash
* Worked cash register
* Danced and entertained guests

**Great Performances: NYC Catering** New York, NY

Waitress Staff May 2018 – Present

* Served guests food and drinks
* Bussed tables
* Greeted guests
* Assisted with set up and break down of events

**New York City College of Technology**  Brooklyn, NY

Student Liaison for Paris Exchange Summer Study Program May 2018 – June 2018

* Facilitated communication between student and instructors
* Mediated potential conflict with a student and NYPD
* Administrative work

**Center for Frontline Retail** New York, NY

Class Assistant September 2017 – December 2017

* Assisted facilitators with scribing, taking notes and presentations
* Greeted and welcomed students and directed them to tables
* Led energizers
* Input student data into spreadsheet

**YM&YWHA of Washington Heights and Inwood** New York, NY

Group Leader September 2016 – June 2017

* Greeted parents and directed them to appropriate rooms during student showcases
* Hosted birthday parties on Sundays (greeted parents, served cake drinks, set up decorations)
* Navigated students from homeroom to enrichment periods
* Assisted activity specialists with enrichment period; encouraged participation and led energizers
* Facilitated own afterschool clubs on Fridays

**YM&YWHA of Washington Heights and Inwood** New York, NY

Teacher’s Aide July 2016 – August 2016

* Assisted head and associate teachers with setting up and running daily class activities (snack time, work time, etc)
* Ran errands for head and associate teachers (buying supplies/food at supermarket)
* Read to students during down times
* Engaged with students during work time, play time and special activities

**Coney Island Public Library** Brooklyn, NY

Library Assistant/Homework Helper September 2014 – May 2015

* Organized and checked in books during down times
* Facilitated homework help program for students in grades 1-8
* Supported staff and specialists with Babies and Books program, Poetry and Percussion Time, Video and Game time

**Jewish Home Lifecare** New York, NY

Resident Assistant July 2013 – August 2013

* Assisted with transportation of in-house residents to and from events
* Assisted registered nurses with daily activities; delivering food, water, etc.
* Filed paperwork and labeled inventory in office
* Conversed with patients and residents and provided emotional support
* Ran errands for staff

**Sprout Farms** Brooklyn, NY

Community Garden Assistant July 2012 – September 2012

* Watered seeds and plants in all raised beds
* Weeded raised beds
* Tied tomato plants to supports
* Threw away trash found in and around garden
* Cut grass

**Community Association of Progressive Dominicans** New York, NY

Summer Camp Counselor July 2011 – August 2011

* Assisted staff with attending to children’s dietary and social needs
* Assisted staff with daily activities (game time, arts and crafts time, etc.)
* Watched over children during fieldtrips
* Ran errands for staff

**Bellevue Hospital** New York, NY

R.N. Assistant December 2010 – June 2011

* Checked patient’s blood pressure and heart rate
* Provided patients with food, water and personal care items
* Stripped beds and disposed of soiled linen
* Input patient data into spreadsheet
* Conversed with patients and provided emotional support
* Ran errands for staff and patients

**Education/Certifications**

**Harvard Business Publishing: Harvard ManageMentor** Orlando, FL

Certificate of Completion in Stress Management November 2018

**CUNY City Tech** Brooklyn, NY

Bachelor’s Degree in Hospitality Management January 2018 – 2020

**LaGuardia Community College Small Business and Development Center**

**Center for Frontline Retail** New York, NY

Customer Service Certificate August 2017

Visual Merchandising Certificate August 2017

**Kingsborough Community College** Brooklyn, NY

Associates of Arts in Liberal Arts September 2013 – August 2015